

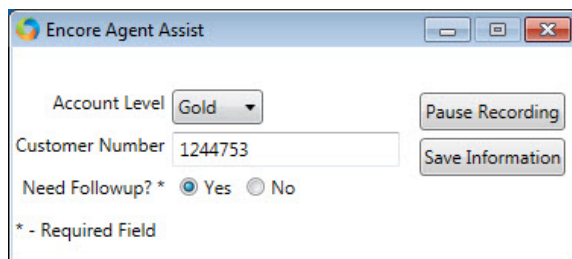
Agent Assist

Control, Protect and Capture from Agent Desktops

DVSAnalytics Agent Assist allows agents to manually control recording, protect sensitive information, and capture critical customer data for future search and retrieval. It provides contact centers with a simple solution that is flexible and cost-effective.

Control at Your Fingertips

Agent Assist provides manual recording control to agents from their desktops. The application's compact window is easy for agents to leave open on their desktops while assisting customers. The buttons and fields are completely configurable and managed from a central location, allowing you to provide as little or as much functionality to your agents as you like.



Protect Sensitive Information

With Agent Assist, an agent can quickly pause a recording prior to receiving sensitive information and resume the recording after the information has been collected. This guarantees that sensitive information is protected, even when it's not managed by an application or script.

Highlights

- Agents control recording manually
- Protect sensitive customer information
- Capture additional data to associate with recordings
- Simple, flexible deployment
- Customizable & managed from a central location

Capture Additional Data

It may be helpful to capture additional information during the call and store it with the recording. With a few simple commands, you can add fields to the Agent Assist window where agents enter the data. For example, if a contact center would like to capture the caller's Account Number, the agent can copy and paste that information into the Agent Assist window to associate it with the recording. Then supervisors and analysts can use this data for future search and retrieval.

Offers Flexibility for Contact Centers

If your contact center environment changes often and requires the capture of varying types of data for advanced search and retrieval of recordings, Agent Assist may be just the right fit. It's simple, cost-effective and provides the features you need. If a fully-automated solution is desired, consider using DVSAnalytics eCapture instead.